Onsite technology support the first two days of the semester

During the first two days of the semester, IT staff will be located in key areas of campus to help with smart classroom support and other technical questions. They will be stationed centrally in buildings (see below), but will be able to move around to assist faculty. As always, faculty can call 859-572-6911 for assistance, but we hope this in-person service will smooth early issues by providing an immediate response to technical problems.

- MP 3rd floor near elevators
- FA 3rd floor near plaza entrance (near Art Office)
- GH 2nd floor in the Informatics Commons
- HC 2nd floor near elevators
- LA 4th floor near elevators
- SC 3rd floor opposite elevators
- BC 1st floor entrance nearest MP
- SU near plaza level doors

Extended support hours during move-in weekend

We will be providing extended services to assist with technology questions during move-in weekend.

Thurs. and Fri. (Aug. 17-18)
- IT Help Desk hours: 7 a.m.-10 p.m.
- Norse Tech Bar in University Center: 8 a.m.-4:30 p.m.
- Tables with IT support staff at residence halls: 8-4:30 p.m.

Sat. (Aug. 19)
- IT Help Desk hours: 8:30 a.m.-8 p.m.
- Norse Tech Bar in University Center: 9 a.m.-3 p.m.

Sun. (Aug. 20)
IT Help Desk hours: 12:30 p.m.-midnight

Summer upgrades and changes that may affect you

- The following smart classrooms were upgraded over the summer: FA 332, 335, 404, 414, 415; SC 127; CA 148.
- The following labs have new computers: BC 120; MP 310; HC 350; BC 108; FA 335; SL 100, 400. Two additional labs may be upgraded before classes begin (depending on equipment delivery): MP 338, 306.
• The following labs will be reimaged before classes begin: BC 115, 117; LA 524; FA 319, 329, 305, 404, 406; GH 231, 255, 335, laptop carts.
• Note that all the preceding changes mean that Windows 10 will be prevalent on campus. If you’d like to find out if your computer is compatible for an upgrade to Windows 10, please submit a ticket to the IT Help Desk.
• We upgraded wireless access points in many buildings over the summer. You may have to reconnect to NKU_ENCRYPTED on your computers and devices upon return.
• Skype for Business software moved to the cloud. This means that, with proper hardware, the software allows phone calls, video calls, sharing of screens on all devices without logging into VPN.

Top 5 tips to recognize spam emails

While our filters block 100,000 spam emails per day from arriving in your inboxes, we cannot catch them all. Here are a few tips on how to identify spam emails in your NKU or personal account.

1. **Hover before you click.** When on a computer, hover your mouse over a link before you click to verify the two URLs match. If they do not match, do not click.
2. **Do not trust the “from” field.** “Spoofing” is when the sender of the email intentionally changes the display name of an email (i.e. the email address that appears in the “from” field) to trick you into opening the email because it looks legitimate. If the sender looks legitimate but there are other red flags, be wary.
3. **Grammar mistakes are noticeable.** Legitimate companies rarely make obvious grammar or spelling mistakes.
4. **Someone is asking for personal information.** Companies never ask for personal information such as passwords or social security numbers via email. Call them or go directly to their secure websites/applications to transfer information.
5. **Do not click on attachments.** If you are not expecting attachments, do not open them (and never open them from an unfamiliar sender).

We hope these tips help! If you receive a malicious email, please forward it to abuse@nku.edu to let us know. Also, do not release emails from your quarantine unless you are confident of their legitimacy.

Send students to Norse Tech Bar and IT Help Desk

You do not need to spend valuable teaching time providing technical support to your students. We are available to assist students with hardware, viruses, email and academic software. Send them to the Norse Tech Bar in University Center or refer them to the IT Help Desk.

http://it.nku.edu/
Check our website for the latest system alerts and news.

NKUNETWS is a subscription-based email service of Northern Kentucky University. Recipients can unsubscribe from this list at http://listserv.nku.edu/mailman/listinfo/nkunews. Once unsubscribed, you must submit an IT Service Request to be re-subscribed.